

Position Purpose:

As Program Director, effectively runs recreation programs, events, and activities with high levels of supervisory responsibility of assigned staff; works in a participatory manner. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Manages programs, ensuring all programs are staffed and contracted properly. Ensures equipment and space are available and ready for use.
- Teaches, operates certain programs, such as basketball, soccer, t-ball, tot sports, gymnastics, and more. Creates the curriculum for these programs.
- Provides customer service by answering phone calls, taking registrations, emails, dealing with customer issues and complaints.
- Creates and manages special events such as holiday parties, tournaments, open houses, road races, etc. Promotes, schedules staffs and runs the events.
- Provides oversight of vendors by finding vendors for supplies and equipment, establishes accounts and then purchases.
- Keeps accurate records regarding participants, incidents, attendance, and any other bookkeeping tasks associated with program.
- Performs functions associated with specific program assignments.
- Enforces the facility and program rules and foster a safe environment for participants.
- Maintains positive interactions with other staff and members of the community.
- Works to ensure the specific program goals are being met.
- Works with staff to create schedules, activities, lessons, as required by program.
- Makes decisions, sometimes of a critical nature, as directed by training and standard practices and instructions.
- Responsibly handles money in accordance with town and department rules, policies, and procedures.

- Confers with management in order to discuss and resolve participant complaints.
- Ensures that equipment and materials are used in an appropriate and safe manner.
- Supervise assigned staff in the performance of their duties.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:**Education, Training and Experience:**

High School education; college courses in Recreation, Leisure studies, or similar field; experience working with all ages, especially children; up to five years of recreation program staff experience; supervisory experience; or any equivalent combination of education, training and experience.

Special Requirements:

CPR/First Aid preferred

CORI check and pass required

Lifeguard certification may be required

Certified Recreation Specialist helpful

Valid driver's license required

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of sports and recreational activities. Knowledge of parks and recreation program lesson and curriculum planning; knowledge of varied sports and rules and of the objectives and ideals of public recreation, including an understanding of the diverse activities which constitute a community recreation program.

Ability: Ability to create and supervise programs to meet needs of department; ability to supervise employees and persons of all ages who participate in recreation programs; ability to evaluate programs and make recommendations for improvement and ability to work effectively with the public. Ability to communicate effectively in oral form. Ability to prioritize multiple tasks and deal effectively with interruptions.

Skill: Excellent planning and organizational skills. Excellent customer service and interpersonal skills. Proficient in all Microsoft Office software applications, spreadsheets, website management and social media.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee is constantly required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects, or controls, and reach with hands and arms. Employee must occasionally lift and/or move objects weighing up to 30 pounds. Employee must be able to access all levels of the Town's recreational facilities and fields, traverse uneven terrain, and climb a ladder. Performance of work may also involve swimming and standing /walking for long periods of time. Vision and hearing within normal ranges; ability to distinguish colors.

Supervision:

Supervision Scope: Performs routine functions under specific instructions from supervisor and with some independent judgment required as to methods or procedures.

Supervision Received: Works under the administrative direction of the Recreation Director in accordance with established policies and procedures. Performs many tasks independently, referring problems to Director when needed or when clarification of town policy

Supervision Given: Supervises more than ten recreation program staff including team leaders.

Job Environment:

- Works in office, indoor fitness facilities, such as gyms or fitness studios, or outdoors. Programs may require exposure to elements such as heat, cold, rain, snow, and exposure to sun. Contact with the water may be required such as beaches or pools. Most recreation programs take place in fast paced environments.
- Operates computer equipment, printer, facsimile machine, telephone, copier, and all other standard office equipment; operates and utilizes all equipment and tools pertaining to recreational facilities.
- Has high degree of interaction with general public, Town Officials and Town Departments, coaches, staff, sports officials, parents, children, business and civic groups.
- Errors could result in adverse public relations, loss of funds, legal ramifications, reduced level of services, injury to staff and the public, as well as adverse public relations to the Town.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.